

## CAPPS FIN Service Requests (SRs) Report

Date of Report: 07/01/2019

### Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
<b>Accounts Payable</b>		<b>145</b>
<b>Accounts Receivable</b>		<b>10</b>
<b>Asset Management</b>		<b>38</b>
<b>Cash Receipts</b>		<b>28</b>
Configuration	Awaiting Customer	2
	In Work	2
<b>Configuration</b>		<b>4</b>
<b>Customer Contracts</b>		<b>2</b>
<b>ePro</b>		<b>53</b>
<b>General Ledger</b>		<b>51</b>
<b>Interfaces</b>		<b>33</b>
Inventory	Assessment	2
	Assigned	2
	In Work	2
<b>Inventory</b>		<b>6</b>
<b>Not Applicable</b>		<b>60</b>
<b>PeopleTools</b>		<b>6</b>
<b>Project Costing</b>		<b>1</b>
Purchase Orders	Assessment	5
	Assigned	20
	Awaiting Customer	59
	In Development	1
	In Work	41
	Pending Prod Approval	10
	System Test	1
<b>Purchase Orders</b>		<b>137</b>
<b>Reports</b>		<b>66</b>
<b>Security</b>		<b>75</b>
<b>Strategic Sourcing</b>		<b>8</b>
Supplier Contracts	Assessment	1
<b>Supplier Contracts</b>		<b>1</b>
<b>Training</b>		<b>1</b>
<b>Workflow</b>		<b>23</b>
<b>Grand Total</b>		<b>748</b>

### Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	15
Approved	1
Assessment	35
Assigned	197
Awaiting Customer	206
In Development	17
In Work	216
Pending Prod Approval	33
Rework	10
System Test	18
<b>Grand Total</b>	<b>748</b>

### Active SRs by Priority and Module

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	53
	Accounts Receivable	2
	Asset Management	5
	Cash Receipts	6
	Configuration	1
	ePro	19
	General Ledger	19
	Interfaces	14
	Inventory	1
	Not Applicable	33
	PeopleTools	1
	Purchase Orders	45
	Reports	27
	Security	16
	Strategic Sourcing	1
	Workflow	6
<b>High</b>		<b>249</b>
<b>Medium</b>		<b>370</b>
<b>Low</b>		<b>129</b>
<b>Grand Total</b>		<b>748</b>

### Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	6
Assessment	14
Assigned	81
Awaiting Customer	46
In Development	5
In Work	84
Pending Prod Approval	7
Rework	1
System Test	5
<b>Grand Total</b>	<b>249</b>

### All SRs by Status

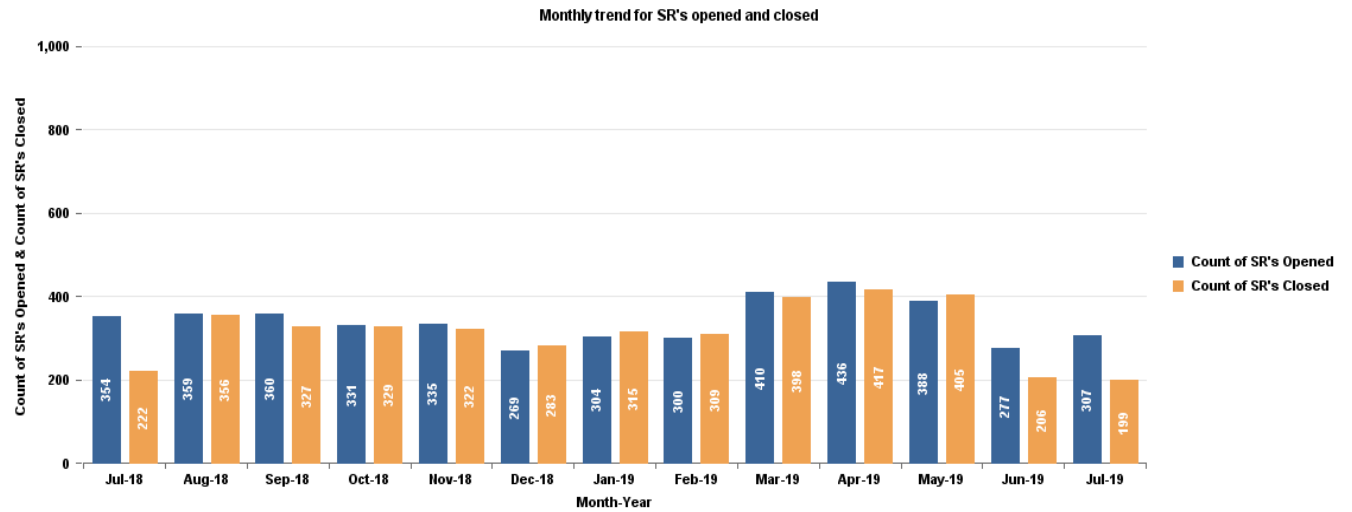
(Includes Closed, Completed after 07/01/19)

Status	Count of Status
Acceptance Testing	15
Approved	1
Assessment	35
Assigned	197
Awaiting Customer	206
Closed	23
Completed	176
Governance	3
Hold	15
In Development	17
In Work	216
Pending Prod Approval	33
Rework	10
System Test	18
<b>Grand Total</b>	<b>965</b>

## CAPPS HR/Payroll Trend Report – Service Requests

July 2018 – July 2019

Status	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	Annual Totals
Opened	354	359	360	331	335	269	304	300	410	436	388	277	307	4430
Closed	222	356	327	329	322	283	315	309	398	417	405	206	199	4088



C